

# ANNOUNCING UNITED STATES POSTAL SERVICE 1996 QUALITY SUPPLIER AWARDS PROGRAM

January 8, 1996

As a major supplier to the United States Postal Service during 1995, you are invited to submit an application for a Postal Service Quality Supplier Award. You are eligible to apply since your firm provided us products or services with a value of at least \$250,000 during 1995.

Our Quality Supplier Awards Program publicly recognizes suppliers that demonstrate the capability and commitment to consistently provide us a quality product or service. Now in the seventh year of this recognition program, we continue the process where you, our valued supplier, may self-nominate to be considered for recognition.

If you are not familiar with the program, we now provide online access to a variety of topics related to the Postal Service Quality Supplier Awards Program through our World Wide Web home page at "<http://www.usps.gov/business/quality1.htm>".

## **Selection Process**

The first step for you, if you choose to participate, is to complete the enclosed Supplier Profile and return it to us. It must be postmarked by January 31, 1996. This will indicate your intention to formally submit an application. The next step is for you to prepare a formal application by responding to the Evaluation Criteria which must be postmarked by February 16.

At a minimum, your formal application will be reviewed by the contracting officer involved with your firm, the postal requiring organization (the customer), and the Quality Supplier Award Evaluation Committee. After finalists have been identified, we may wish to have site visits at each finalist's facility.

### **Supplier Recognition**

The Postal Service intends to recognize those suppliers that have demonstrated outstanding performance, distributed among the following four categories:

Small Business - Services  
Large Business - Services

Small Business - Manufacturing  
Large Business - Manufacturing

Each spring, we hold a national ceremony in Washington, D.C. to publicly recognize all award recipients. This year, the awards ceremony will occur during May to honor our top suppliers for outstanding overall performance for the Postal Service during 1995. We also look forward to the opportunity to participate in an individual ceremony for each award recipient, at your selected site, to recognize your employees. We will work with the award recipient in ensuring that they receive public recognition for their achievement.

Competition for this year's Quality Supplier Awards will be keen with hundreds of applications expected. We look forward to receiving a nomination from **You!**

You are welcome to contact the respective Postal Service Contracting Officer handling your contract to discuss your firm's performance before submitting an application, but completion and submission of this application is your responsibility.

Let me stress that participation in the Quality Supplier Awards Program is entirely voluntary.

The details for applying for the 1996 Postal Service Quality Supplier Award are enclosed. Please send all written responses or inquiries to the address shown in the enclosed application package. If you have any questions, please call Joe Mathes, our Quality Supplier Awards Program Manager, at (202) 268-2107.

Sincerely,

Enclosure (Application Package)

# 1996 QUALITY SUPPLIER AWARDS PROGRAM

## Application Package Contents:

1. Supplier Profile Instructions (page 2).
2. Supplier Profile Forms (pages 3-5).
3. Evaluation Criteria Instructions (page 6).
4. Evaluation Criteria (pages 7-9).
5. Quality Supplier Award Recipients for Award Years 1995, 1994, and 1993 (page 10).

## Key 1996 Milestones:

- |             |  |
|-------------|--|
| January 31  | The Supplier Profile must be postmarked on or before this date for the supplier to be eligible for Quality Supplier Award consideration.   |
| February 16 | Formal response to the Quality Supplier Award Evaluation Criteria must be mailed and postmarked by February 16. If a supplier meets all eligibility requirements and submits the Supplier Profile and formal application on time, then the supplier is automatically eligible for award consideration. |
| February 23 | The Postal Service will send an acknowledgment of receipt of the formal response to the 1996 Evaluation Criteria. The acknowledgment will be sent to the supplier's primary point of contact identified in the response to Question 4 of the Supplier Profile.   |
| March       | USPS internal customer surveys, interviews, and evaluation committee review.   |
| March/April | Site visits to supplier finalists. The purpose of a site review is to gather additional information which verifies that the efforts indicated in the application are indeed taking place.  |
|             | <b>All suppliers will be notified around April 19 of their status upon completion of the application review process.</b>   |
| May         | Quality Supplier Awards Ceremony in Washington, DC.  |

# 1996 QUALITY SUPPLIER AWARDS PROGRAM SUPPLIER PROFILE INSTRUCTIONS

## Purpose

The purpose of the Supplier Profile is to verify supplier eligibility, provide general information regarding the product or service provided to the Postal Service during 1995, and identify key points of contact to evaluate your application, in addition to our evaluation committee. Your submission of the Supplier Profile will also serve to help us estimate the total number of formal Quality Supplier Award applications expected for this year's program.

## Eligibility

In order to be eligible for consideration for a Postal Service Quality Supplier Award for 1996, the supplier must satisfy **all** of the following requirements:

1. The supplier must have performed a Postal Service contract and been **paid** in excess of \$250,000 during 1995. Multiple related contracts where the supplier has cumulatively been paid in excess of \$250,000 also satisfy this requirement. The \$250,000 minimum requirement applies to both small and large businesses.

For a few suppliers, this requirement may also be satisfied if \$250,000 or more *contract activity* is generated. Certain suppliers have service or vending contracts that may have zero dollar value at award; they may not have been paid \$250,000 or more directly by the Postal Service. However, if the contract generated \$250,000 or more in contract activity, such as in revenue received through commission of total sales, then the \$250,000 minimum requirement is satisfied.

2. The contract must have been issued by Postal Service Purchasing, Transportation, or Facilities offices.
3. Complete and submit **one** copy of the Supplier Profile, **postmarked by January 31, 1996**. We encourage using the U.S. Postal Service when submitting your Supplier Profile.
4. Complete and submit your formal written response to the 1996 Evaluation Criteria, **postmarked by February 16, 1996**. Send **five** identical copies and one unbound copy. Please be sure to also include a copy of your supplier profile near the front of each application copy.

Note that suppliers honored at the awards ceremony in May of 1995 **are eligible** to compete for 1996 awards.

## Supplier Profile Format

Please provide the information requested on the Supplier Profile as outlined on the next page. You may type directly on the Supplier Profile. You may also create your own document, but please answer all questions in the same sequence. Use additional sheets if necessary.

## 1996 QUALITY SUPPLIER AWARDS PROGRAM SUPPLIER PROFILE FORMS

1. Awards Category:      ☐ Small Business - Services      ☐ Small Business - Manufacturing  
(check one of top four)      ☐ Large Business - Services      ☐ Large Business - Manufacturing  
(also check if:)      ☐ Facilities      ☐ Transportation

2. Supplier Corporate Data:

Name of Supplier

Address Line 1

Address Line 2

Address Line 3

City, State, ZIP+4

Name of parent company (if applicable):

Address Line 1

Address Line 2

Address Line 3

City, State, ZIP+4

Socioeconomic Class:      ☐ Minority-owned Business      ☐ Woman-owned Business  
(check if applicable)

Our USPS *Procurement Manual* defines small, minority-owned, and woman-owned businesses as follows:

**Small Business:** "A business, including an affiliate, that is independently owned and operated, is not dominant in producing or performing the supplies or services being purchased, and has no more than 500 employees."

**Minority-owned Business:** "A concern that is at least 51 percent owned by, and whose management and daily business operations are controlled by, one or more members of a socially and economically disadvantaged minority group, namely U.S. citizens who are Black Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, or Asian-Indian Americans."

**Woman-owned Business:** "A concern at least 51 percent of which is owned by a woman (or women) who is a U.S. citizen, controls the firm by exercising the power to make policy decisions, and operates the business by being actively involved in day-to-day management."

3. Contract Activity:

List contract numbers, dollar value, and briefly describe the product or service provided to the Postal Service during 1995.

<u>Contract Number</u>	<u>Dollar Value</u>	<u>Description</u>
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4. Point of contact at **your firm** for coordinating Quality Supplier Award actions:

	<u>Primary</u>	<u>Alternate (optional)</u>
Name		
Title		
Company		
Address Line 1		
Address Line 2		
Address Line 3		
City, State, ZIP+4		
Phone Number:		
Fax Number:		

5. Identify **all** responsible **Postal Service** Purchasing personnel involved with your contract.  
This information should be current and accurate.

	<u>Primary</u>	<u>Additional (attach separate sheet if necessary)</u>
Name		
Title		
Address Line 1		
Address Line 2		
Address Line 3		
City, State, ZIP+4		
Phone Number:		
Fax Number:		

6. Identify **all** non-purchasing personnel from the **Postal Service** requiring organization--the customer:  
This information should be current and accurate.

	<u>Primary</u>	<u>Additional (attach separate sheet if necessary)</u>
Name		
Title		
Address Line 1		
Address Line 2		
Address Line 3		
City, State, ZIP+4		
Phone Number:		
Fax Number:		

7. General Information:

Indicate any other major products or services provided to the Postal Service during 1994 and 1993:

<u>Contract Number</u>	<u>Dollar Value</u>	<u>Description</u>
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8. Brief description of your major products or services provided to your non-Postal Service customers.

9. Your total number of employees: \_\_\_\_\_. Number involved with your Postal Service contract: \_\_\_\_\_.

Please return one copy of the completed Supplier Profile to the address shown below by January 31, 1996.

USPS Quality Supplier Awards Program  
Attention: Joe Mathes  
Program Manager  
North Building, Suite 4100  
475 L'Enfant Plaza SW  
Washington, DC 20260-6204

## QUALITY SUPPLIER AWARDS PROGRAM 1996 EVALUATION CRITERIA INSTRUCTIONS

Please respond to the Evaluation Criteria questions following the guidelines listed below:

1. Only **one** application per supplier is permitted. You must clearly identify all of your locations awarded or performing USPS contracts, particularly if your company performed more than one contract for the USPS during 1995. Your application may address the contract with the Postal Service which presents your company or organization in the best light possible. However, during the final stages of the evaluation process, we will consider your performance on your other Postal Service contracts, as well.
2. Discuss the Evaluation Criteria items listed in each question as they are applicable to you. You may expand on any related issues even though they may not have been explicitly listed on the Evaluation Criteria forms. Objective versus subjective information is preferred. Content is more important than style.
3. Your response **must** be limited to a maximum of three single-sided pages of text for each numbered section. For example, use up to three text pages to address "Customer Satisfaction," including all associated bullets. Text exceeding the three page limit may not be considered. Use of statistical charts, graphs, trend charts, or metrics is strongly encouraged, and does **not** count toward the three page text limit, if embedded in the text.
4. In addition to your response to the Evaluation Criteria, you may include separate appendices, such as an illustration of the product or service performed, statistical data, trend charts, graphs and metrics, letters of commendation, customer testimonials, quality or training manuals, certifications attained, or other appropriate documentation. All appendices must be referenced and explained in your Evaluation Criteria response. Attachments **may** exceed the three page limit.
5. Suggested font sizes range from 10-point (like this or the cover letter text) to 12-point (like this text). Handwritten applications will not be considered. Fancy binders or elaborate submissions are not desired.
6. Primary responsibility for the completion and accuracy of this application is yours. The identity of references, including addresses and phone numbers, should be current. You are permitted to discuss your submission with your Postal Service contracting officer and requiring organization--customer.
7. Please submit **five** identical copies and one unbound copy of your response to the Evaluation Criteria to the address shown below, postmarked by February 16. Include a copy of your supplier profile near the front of each completed application. We encourage using the U.S. Postal Service to submit your application.

USPS Quality Supplier Awards Program  
Attention: Joe Mathes, Program Manager  
North Building, Suite 4100  
475 L'Enfant Plaza SW  
Washington, DC 20260-6204



# QUALITY SUPPLIER AWARDS PROGRAM

## 1996 EVALUATION CRITERIA

### 100 POINTS

#### 1. Customer Satisfaction (20 points)

Document the level of customer satisfaction for the product or service you provided. Indicate how you measured customer satisfaction and any efforts you undertook to enhance it. You may attach customer testimonials from Postal Service personnel or similar documents. Address the following areas:

- Methods of measuring customer satisfaction, including any available statistical or quantitative data
- End user satisfaction: Customer feedback
- Explain how customer satisfaction data is used
- Methods for determining customer dissatisfaction
- Problem resolution including your approaches to problem and issue prioritization and resolution
- Responsiveness to customer
- Approaches to getting a clear understanding of the customer's real needs

#### 2. Product Quality (15 points)

Document the quality of the product or service provided to the Postal Service in terms of the following characteristics:

- Indicate whether the product supplied was a commercial item or built to a specification
- Describe how you design, monitor, and correct your processes
- Describe how you ensure end product quality
- Performance and reliability
- Level of testing routinely performed and level of retesting required
- Warranty claims, support, and response
- Document defects or errors found by the Postal Service and their resolution

#### 3. Delivery Performance (15 points)

Document the delivery performance of the product or service provided in terms of the following characteristics:

- On-time delivery and schedule compliance
- Delivery flexibility
- Recovery planning after unforeseen events changed the delivery requirements
- Contingency planning efforts to prevent disruption of established schedules

#### 4. Contract Management and Administration (10 points)

Document how contract management was performed under this contract in terms of the following areas:

- Contract administration: Requirements and modifications
- Postal Service contracting officer access to supplier personnel
- Communications, including how you and the Postal Service work together during problem solving
- How you ensure that surprises do not occur
- Discuss your responsiveness and how you ensure that adversarial relationships do not develop
- Demonstrated planning processes to track, monitor, and trigger contingency plans
- Other planning processes
- Scheduling
- Documentation: Invoicing, required reports

#### 5. Quality Assurance Performance (10 points)

Document how your internal quality assurance program, implemented for the particular product or service provided to the Postal Service, was successful. Include these areas:

- Description of your quality system
- Performance measurement assessment, including in-process metrics, if available
- Who "owns" and maintains the measurement systems and processes in your company
- Process and product improvement programs
- "Cost of quality" measurement
- Explain how employees use facts and statistical data to solve problems and make decisions
- Audit processes: Internal and external
- Certifications and awards attained, including those from other organizations and suppliers
- Attach copies of certifications attained, such as ISO-9000
- At least three years of selected data is recommended to substantiate trends

#### 6. Quality Improvement Processes (10 points)

Document the level and status of your internal efforts. Address the following areas:

- How the quality values of your organization are epitomized by the leaders
- Specific examples indicating the level of commitment and involvement by top management
- Key methods and processes
- How quality action teams are used
- Continuous improvement: Trends, programs, and achievements
- Improvements in cycle time--being able to manufacture an item or perform a service quicker or more efficiently
- Product or service improvements recommended
- Value added from product or service changes

## 7. Training and Development (7 points)

Document the human resource development and skills development programs offered to your employees. Address the following areas:

- Mandatory training programs
- Company provided or supported general training including "how to do the job" training
- Skills enhancement or personal development training availability
- Training or orientation of key executives and managers on quality related issues
- Percent of employees trained
- Number of training hours per employee annually
- Technical certifications or professional recognition
- Measured results of training: Products, projects, and effects

## 8. Initiatives With Your Own Suppliers (10 points)

Document the level and status of your efforts to improve the quality of the products and services provided by your **own** suppliers. Address the following areas:

- Discuss the number of suppliers you use and how you select them
- Supplier qualification and/or certification system
- Oversight of your suppliers to ensure compliance with specifications and with schedules
- Measurement and tracking of your suppliers' performance over time
- Enhancing the quality of materials, components, and services provided by your suppliers
- Recognizing **your** best suppliers
- Describe your efforts to promote supplier diversity or outreach efforts, if any

## 9. Special Initiatives (3 points)

Include other relevant actions and initiatives underway including areas like:

- Commitment to employee and public safety
- Employee involvement and empowerment initiatives
- Explain how employee ideas and suggestions are considered and acted upon
- Employee reward and recognition programs
- Environmental plan or commitment to environmental protection
- Community involvement
- Summary
- Add any other information that you wish the evaluation committee to consider.

# UNITED STATES POSTAL SERVICE

## QUALITY SUPPLIER AWARD RECIPIENTS - LAST THREE YEARS

### 1995

#### Small Business - Services

National Analysts, Inc.  
New Breed Leasing Corporation

#### Small Business - Manufacturing

AEG Sorting Systems, Inc.  
Corel Corporate Seating, Inc.  
Light Corporation

#### Large Business - Services

Emery Worldwide Airlines  
Kelly Temporary Services  
Marriott Corporation

#### Large Business - Manufacturing

ElectroCom Automation L.P.  
Electronics & Space Corporation

### 1994

#### Small Business - Services

Kenan Systems Corporation  
Lee Hecht Harrison  
Wheeler Brothers, Inc.

#### Small Business - Manufacturing

AEG Sorting Systems, Inc.  
American Locker Security Systems

#### Large Business - Services

Amdahl Corporation  
Boise Cascade Office Products  
Grainger  
SHL Systemhouse

#### Large Business - Manufacturing

Avery Dennison  
Electronics & Space Corporation  
Ford Motor Company, Kentucky Truck Plant

### 1993

#### Small Business - Services

ODI  
Techmatics, Inc.  
Wheeler Brothers, Inc.

#### Small Business - Manufacturing

Hardy Instruments, Inc.  
Accu-Sort Systems, Inc.  
Ashton-Potter America, Inc.

#### Large Business - Services

Grainger  
Kelly Services, Inc.  
Minnesota Diversified Industries

#### Large Business - Manufacturing

Ford Motor Company, Heavy Truck Operations, Kentucky Truck Plant  
Storage Technology Corporation